



Tri-Delta Resources provides concierge-level DR service, saving clients more than 50%

An IT services provider focused on providing its customers a stable, optimized infrastructure, Tri-Delta Resources differentiates itself with reliable, low-cost DR built on Dell AppAssure.

Customer profile



Company	Tri Delta Resources
Industry	Hosting Solutions
Country	United States
Employees	~ 25
Website	www.tri-delta.com

Business need

To build their 'game-changing' subscription disaster recovery service for Windows environments, Tri-Delta Resources needed a reliable, flexible set of data protection and business continuity tools.

Solution

By architecting its Windows DR services on Dell AppAssure™, Tri-Delta built a service that gives its clients maximum flexibility. Clients can keep their existing backup solutions, migrate from physical to virtual, and grow their data without requiring a forklift upgrade of a proprietary DR appliance.

Benefits

- Fast recovery of entire production servers via warm virtual standbys
- Data corruption detection for MS Exchange, SQL, and SharePoint
- Consistent DR environment for clients migrating to virtual
- Scalable services as client environment grows



"I saw the powerful tools AppAssure brings to the table and decided that the best course of action was to use all of them."

John O'Connell, Tri-Delta Director of Managed IT Services

Founded in 1985, Tri-Delta resources is a privately held VAR located in upstate New York. Serving client organizations of all sizes and with a variety of IT environments—physical, virtual, and mixed, and on a range of hypervisors, Tri-Delta offers a range of IT services to clients across the United States, but specializes in providing concierge-level disaster recovery services to businesses of all sizes.

“Tri-Delta has proven to be a great fit for us as we have utilized Dell AppAssure over the last two and a half years. Their support in terms of hardware and services has exceeded our expectations.”

*John O’Connell,
Tri-Delta Director of
Managed IT Services*

Making a difference

“We take what the typical DR provider positions as disaster recovery services, and bring it to a whole new level,” says John O’Connell, Tri-Delta Director of Managed IT Services. “We focus on providing fast, responsive and secure remote access with minimal workload placed on the client’s IT staff to help the client’s user community.”

Tri-Delta has a SSAE 16/SOC 2 compliant data center, structured with extensive redundancies, from multiple ISPs using failover technologies to multiple cooling systems to redundant layers of security. Their remote access portal is based on Citrix technology, simplifying client connections for both users and the IT staff by making them web based using their normal Active Directory credentials.

The DR services offering is a flexible-term subscription service that delivers hardware, software, services, and facilities to clients as an operating expense. In a crowded industry, this is Tri-Delta’s unique differentiator, but its sure-fire solution to make everything work for clients of all sizes and with a wide range of environments, is Dell AppAssure.

Works well with others

“We have a wide array of clients using our Disaster Recovery service,” says O’Connell. “They include financial services firms, insurance companies, hospitals, CPA’s, real estate entities and many more. They span from small offices with only a couple of key servers to much larger concerns with dozens of servers under protection.

They can be small or large, all physical or all virtual on many different hypervisors: Hyper-V, VMware and XenServer. We like the fact that AppAssure works on all of them unlike other tools that can’t handle physical servers.

For this reason, we also lean heavily on AppAssure as clients are migrating from physical servers to virtual. It is great to be able to use one tool, across the board, start to finish.”

Power sharing

O’Connell is the architect of Tri-Delta’s AppAssure-based DR program. Before choosing AppAssure, “We looked at a lot of different things, from CDP to Unitrends,” he says. “We liked the fact that AppAssure was software based and could run on ubiquitous servers like the Dell family of servers. We were turned off by proprietary systems requiring forklift upgrades when the appliance became too small.”

O’Connell also liked the fact that AppAssure allowed the client the flexibility of keeping existing backup solutions in place if needed. “We find that clients use legacy systems for long term archival purposes in creating a monthly snapshot to go off to the company

Technology at work

Software

Dell AppAssure 5

Dell SonicWALL



vault, usually in parallel to a month end accounting close," he says. "Disk-to-disk systems do not lend themselves to this type of need and we liked the fact that AppAssure allowed us to give our clients simple options in these areas."

Tri-Delta's clients agree. Notes Kevin Durawa, IT Director from Realty USA, "We continue to be impressed by the DR/BCP infrastructure that Tri-Delta offers using AppAssure. We had reviewed many different systems and products yet AppAssure clearly fit our needs the best. It is very versatile, scalable and at a much lower investment than many other options. We have had a few serious hardware failures yet haven't missed a beat thanks to our standby AppAssure Server."

50% Solution

Tri-Delta specializes in providing low-cost, high-value disaster recovery and high availability services—Dell AppAssure helps them save their client organizations 50% or more compared to other national DR providers.

And AppAssure isn't the only advantage Dell brings to Tri-Delta's clients. "We also take great pride in the fact that we have constructed our Windows DR environments completely on Dell hardware and software, says O'Connell. "This ranges from our heavy investment in AppAssure to servers and storage running completely on Dell hardware to redundant high-availability firewalls based on Dell's SonicWall firewalls. We are thrilled with the robust performance we see from this architecture as well as the superior levels of support we receive."

A typical solution for a Tri-Delta client includes everything needed to protect their critical server infrastructure, regardless of whether it is physical, virtual or some combination. Solutions range from small to large and are configured on Dell servers ranging from Dell T320s for smaller environments to Dell R520s in larger environments.

Extra value

Tri-Delta engineers stage their clients' environments, and perform restores as needed. A client simply has to verify the results. Because Tri-Delta's staff is familiar with the client's environment, they can act as an extension of the client's staff when they need it most.

Says O'Connell, "All of our programs are designed to take full advantage of the advanced business continuity features baked into Dell's AppAssure platform and give complete access to those features to the client IT staff for use in their day to day operations." Features Tri-Delta can offer its clients include:

- Local warm virtual standby copies of production servers
- Lightning fast Live AppAssure recovery tools
- Application-aware data corruption tools for Exchange, SQL and SharePoint
- Local file, folder, message, mailbox recovery

Thanks to AppAssure, notes O'Connell, "while our service is delivered as cloud-based disaster recovery service, we also are providing the client with a phenomenal set of business continuity tools as part of the program."

Saving the day

More than once, AppAssure has helped Tri-Delta save the day for its clients. A financial services firm for which they provide outsourced IT staff called in a panic, says O'Connell: "Someone had deleted a folder containing key process-oriented data and they were stopped in their tracks without it. Within seven minutes, we had remotely connected to the local AppAssure core server and restored the entire folder to its rightful place with permissions intact, allowing them to resume operations."

"We had another issue with a server located in a financial services company. They had somehow deleted the bulk of the contents

of a server volume, including a critical line of business applications. Our engineers were able to remotely connect to their environment and in short order rebuild that volume from the local AppAssure server."

In addition, Tri-Delta has many clients for whom they've implemented AppAssure for as capital projects. Says O'Connell, "These scenarios range from a hosted software company protecting their application delivery tools located in a national collocation site, to a small doctor's office wanting backup and business continuity protection, to a large manufacturer cross-vaulting their servers between their locations and using AppAssure for their own internal disaster recovery platform."

Trending topic

"AppAssure and its capabilities is a standard discussion item I focus in on with every client I talk to" notes O'Connell, and those discussions have yielded great fruit, notes Timothy C. Ashford, IT Director at Ashford Capital Management. "Tri-Delta has proven to be a great fit for us as we have utilized Dell AppAssure over the last two and a half years. Their support in terms of hardware and services has exceeded our expectations."

"All of our programs are designed to take full advantage of the advanced business continuity features baked into Dell's AppAssure platform."

*John O'Connell,
Tri-Delta Director of
Managed IT Services*

View all Dell case studies at dell.com/casestudies

